



# Tower Talk

*A Monthly Newsletter for the Residents of the Plaza Del Prado Condominium*

Volume 21 Issue 1

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## PLAZA DEL PRADO CONDOMINIUM

18071 Biscayne Blvd  
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[www.akam.com](http://www.akam.com)

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## PRESIDENT'S MESSAGE

Dear Owners and Residents,

I would like to start this month's message by thanking all the members of our community who have reached out to me personally and us as a Board of Directors, voicing their support and expressing their like mindedness to our drive and rigor as a BOD, as well as understanding the necessity of our initiatives in an attempt to correct the problems that have plagued our community for a very long time. From the bottom up, our intent is to implement correct and sound permanent solutions to existing issues. It is clear that our complex can only thrive if it runs efficiently, with protocols that reflect our bylaws and documents, and is extremely well maintained. As a team with AKAM we have been successful in moving us closer to that end.

I am not delusional and am very well aware that this past month has been the most frustrating and upsetting of all due to the constant breakdowns of our elevators. It seems as if they are all breaking down at the same time. We have done what we can each time to repair them as fast as possible, even using two elevator companies as a tag team when necessary. As a more permanent solution moving forward, we as a BOD have approved a package with Otis, where major parts in each elevator will be replaced or refurbished, so as to significantly minimize future breakdowns. We have all been impacted by the elevator situation and we will begin the refurbishing of these parts as soon as possible.

The impact of the Surfside tragedy has reached our complex and you will notice that we are being regularly visited by city inspectors. I think it is important that we as a community see it as an extra pair of eyes ensuring that we are doing everything in the right way to ensure our safety. They are working with both AKAM and our engineer.

This has proven to be a very difficult time for all of us. We have been facing very unprecedented and emergency situations within the complex on a regular basis. It has been overwhelming and despite our commitment and dedication to their resolution, it is our frustration that we cannot resolve all of them as quickly as we would want. There have just been too many and some too profound to resolve quickly. The Board of Directors is unwavering and will resolve all of them but please be patient and understand why some issues linger longer than others.

As time goes by and more and more dust begins to settle, I promise you that we will begin to see the fruit of our collective labor for our complex as projects come to an end and materialize. We still have a long way to go to achieve all of our goals, and along with AKAM, need your continued support to keep us strong, focused and with stamina to achieve them. We will all benefit when we do.

*Continued on page 2*

**President** (cont. from page 1)

Although I understand that many of us have been very negatively impacted by the issues we've been facing lately, it is not acceptable to take that frustration out on the staff we employ. We are having a serious issue finding permanent staff. Our turnover is very high due to employees stating they are routinely verbally abused by a growing number of members in our community. This has become a serious problem and as a result we are presently very understaffed on a permanent basis. This negatively impacts our ability to effectively operate our complex. It also accounts for inefficient results with constant new staff to train and time for them to learn the systems.

AKAM has proven thus far to be the most professional and dedicated management company we may have ever had. Their regional staff support and involvement is exceptional and their local office staff is highly educated, dedicated, professional and as a team, are a highly efficient business machine. They work very hard for us and have voluntarily worked many extra hours on our behalf. All staff including our security guards, housekeeping and building maintenance staff, should be treated with respect in every situation. Let us exemplify the level of a community we say we are.

This period of not only internal reform but also city and state reforms will not be going away anytime soon. We need to work together as a community to ensure we come out of it in the best way we can and help us to achieve all the goals we have for our complex.

Thank You,  
Roberto Sanchez, President

**MENSAJE DEL PRESIDENTE**

*Estimados propietarios y residentes,*

*Me gustaría comenzar el mensaje de este mes agradeciendo a todos los miembros de nuestra comunidad que se han acercado a mí personalmente y a nosotros como Junta Directiva, expresando su apoyo y expresando su afinidad por nuestro impulso y rigor como Junta Directiva y entendiendo la necesidad de nuestras iniciativas en un intento por corregir los problemas que han plagado a nuestra comunidad durante mucho tiempo. De abajo hacia arriba, nuestra intención es implementar soluciones permanentes correctas y sólidas a los problemas existentes. Está claro que nuestro complejo solo puede prosperar si se ejecuta de manera eficiente, con protocolos que reflejan nuestros estatutos y documentos, y se mantiene extremadamente bien. Como equipo con AKAM, hemos logrado acercarnos a ese fin.*

*No me engaño y soy muy consciente de que este mes ha sido el más frustrante y perturbador de todos debido a las constantes averías de nuestros ascensores. Parece como si todos se estuvieran derrumbando al mismo tiempo. Hemos hecho todo lo posible para repararlos lo más rápido posible, incluso utilizando dos empresas de ascensores como equipo de etiqueta cuando fue necesario. Como una solución más permanente en el futuro, nosotros, como junta directiva, hemos aprobado un paquete con Otis, donde las partes principales de cada ascensor serán reemplazadas o renovadas, para minimizar significativamente futuras averías. Todos hemos sido afectados por la situación del los ascensores y comenzaremos la remodelación de estas partes lo antes posible.*

*El impacto de la tragedia de Surfside ha llegado a nuestro complejo y notará que los inspectores de la ciudad nos visitan regularmente. Creo que es importante que nosotros, como comunidad, lo veamos como un par de ojos más que garantiza que estamos haciendo todo de la manera correcta para garantizar nuestra seguridad. Están trabajando tanto con AKAM como con nuestro ingeniero.*

*Este ha resultado ser un momento muy difícil para todos nosotros. Nos hemos enfrentado a situaciones de emergencia sin precedentes dentro del complejo de forma regular. Ha sido abrumador y, a pesar de nuestro compromiso y dedicación a su resolución, es nuestra frustración no poder resolverlos todos tan rápido como quisiéramos. Ha habido demasiados y algunos demasiado profundos para resolverlos rápidamente. La Junta*

*Pasa a la página 3*

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**Presidente** (viene de la pagina 2)

Directiva es inquebrantable y los resolverá todos, pero tenga paciencia y comprenda por qué algunos problemas persisten más que otros.

A medida que pasa el tiempo y más y más polvo comienza a asentarse, les prometo que comenzaremos a ver el fruto de nuestro trabajo colectivo para nuestro complejo a medida que los proyectos lleguen a su fin y se materialicen. Todavía tenemos un largo camino por recorrer para lograr todos nuestros objetivos y, junto con AKAM, necesitamos su apoyo continuo para mantenernos fuertes, enfocados y con energía para lograrlos. Todos nos beneficiaremos cuando lo hagamos.

Aunque entiendo que muchos de nosotros nos hemos visto afectados de manera muy negativa por los problemas a los que nos hemos enfrentado últimamente, no es aceptable descargar esa frustración en el personal que empleamos. Estamos teniendo serios problemas para encontrar personal permanente. Nuestra rotación es muy alta debido a que los empleados afirman que son abusados verbalmente de manera rutinaria por un número creciente de miembros en nuestra comunidad. Esto se ha convertido en un problema grave y, como resultado, actualmente tenemos muy poco personal de forma permanente. Esto afecta negativamente nuestra capacidad para operar nuestro complejo de manera efectiva. También da cuenta de resultados ineficientes con personal nuevo constante que capacitar y tiempo para que aprendan los sistemas.

AKAM ha demostrado hasta ahora ser la empresa de gestión más profesional y dedicada que jamás hayamos tenido. El apoyo y la participación de su personal regional es excepcional y el personal de su oficina local es altamente educado, dedicado, profesional y, como equipo, es una máquina de

negocios altamente eficiente. Trabajan muy duro para nosotros y voluntariamente han trabajado muchas horas extra en nuestro nombre. Todo el personal, incluidos nuestros guardias de seguridad, personal de limpieza y mantenimiento de edificios, debe ser tratado con respeto en cada situación. Ejemplifiquemos el nivel de una comunidad que decimos que somos.

Este período no solo de reformas internas, sino también de reformas de la ciudad y el estado no desaparecerá pronto. Necesitamos trabajar juntos como comunidad para asegurarnos de salir de ella de la mejor manera posible y ayudarnos a lograr todas las metas que tenemos para nuestro complejo.

Gracias,  
Roberto Sanchez, Presidente

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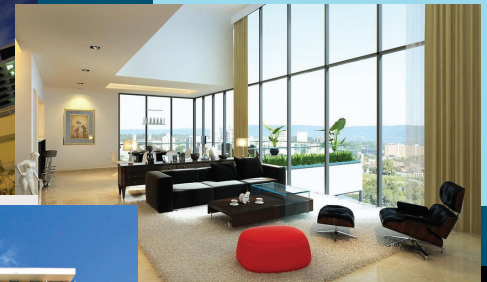
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